**Mitel SuperConsole 1000 Attendant Console**

**INTRODUCTION**

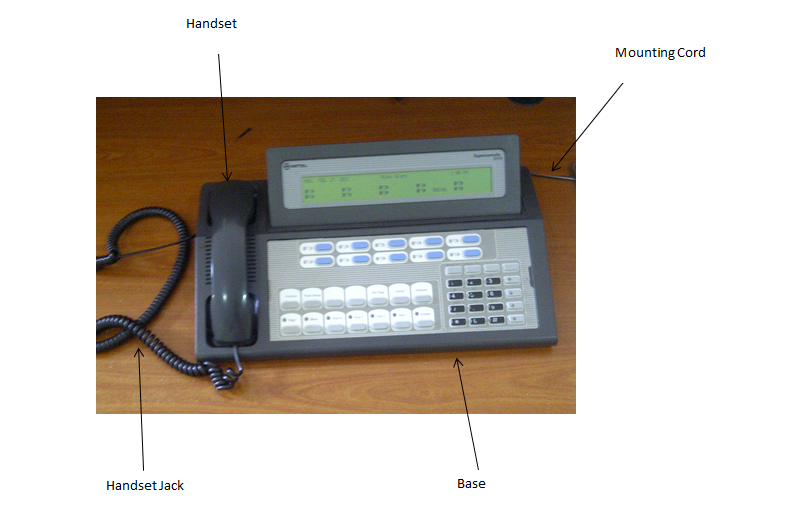
This description is intended for individuals who aspire to work at the front desk of an office or just would like to know how a Mitel SuperConsole 1000 Attendant Console works. An attendant console generally is a regular private branch exchange telephone station, which is defined by PCMAG Encyclopedia (2012) as “An in-house telephone switching system that interconnects telephone extensions to each other as well as to the outside telephone network.” This device has many buttons that can be programmed to be associated with particular lines in the private telephone system, or with particular specialized functions, for example wake up calls. The Mitel SuperConsole 1000 Attendant Console can also perform the regular functions of a telephone, i.e. making and receiving phone calls.

The Mitel SuperConsole 1000 Attendant Console is mainly black, has a the base made of hard plastic, which has a height of 5cm high, width of 39cm and length of 23cm. On the lower end of the base is a grey keypad area where grey fixed keys and blue soft keys with white labels, black dial pad are located. At the top end of the base there is a LCD Display mounted 5cm high with a width of 20cm and length of 5cm and has “Mitel Superconsole 1000” in black writing at the top. On the base of the console there is a handset, also made of hard plastic which is connected by a handset jack which is made of a coiled, soft black wire and also a grey mounting cord. Figure 1 shows the The Mitel SuperConsole 1000 Attendant Console and its overall dimensions.

The console would mainly be used by employees at the front desk of a hotel, or a large company. One who wishes to speak to another person picks up the handset, dials the telephone or extension number of the he wishes to speak to and places the receiver at his ear. The number dialed will trigger the other person’s phone to ring where they will pick up, then they can have a conversation over the telephone, the conversation can be ended by hanging up the receiver, i.e. placing the receiver back on the base. The Mitel Superconsole 1000 can also manage multiple calls, transfer calls to specific departments, hotel rooms, offices or just putting others on hold while speaking to another person, give wake up calls in a hotel scenario (to guests) and even monitor the lines of other extensions. The Mitel Superconsole 1000 Attendant Console consists of 4 major parts:

* The Base
* The Handset
* The Handset Jack
* The Mounting Cord

**Figure 1: The** **Mitel SuperConsole 1000 Attendant Console**

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**BODY ANALYSIS**

**The Base**

The base of the Mitel SuperConsole 1000 Attendant Console is a molded hard plastic casing, of mainly black in color designed to hold the handset, which is connected to it by the handset wall and also connect the telephone to the wall via the mounting cord. The base shown in figure 2 has the following sub parts:

* *Fixed Keys*
* *Soft Keys*
* *Dial Pad*
* *LCD Display*

*Fixed Keys*

The fixed keys grey in color and made of a soft plastic, are used to perform special functions. Tthese keys are used to receive a call, put a call on hold, make an announcement over the paging system, block extensions from making internal calls to each other, store and retrieve numbers from the phonebook and clear incorrect information (such as errrors made when dialing a number). There is also a fixed key used to activate the soft keys.

*Soft Keys*

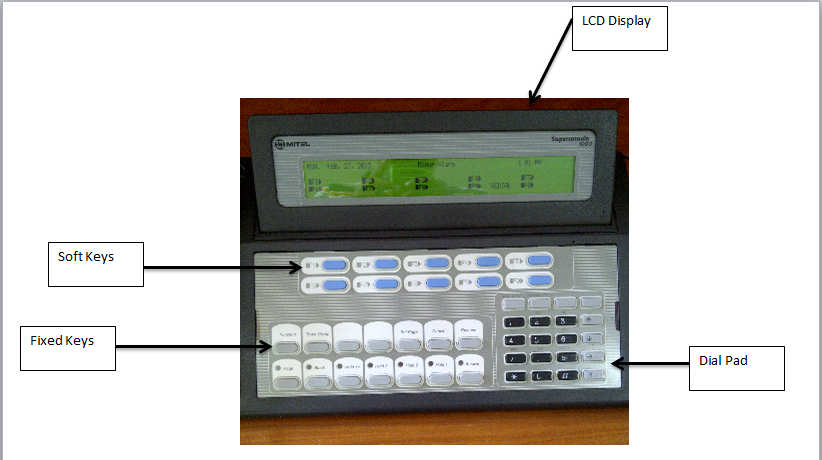
The Soft keys labeled F0-f9 are activated by the fixed key “function”. These keys perform different functions depending on the state in which the console is being used in. For example calling an internal extension while the line is in use, pressing a function key which appears on the LCD Display can override the call. The function keys can also be used to perform tasks such as checking the status of other lines, providing wake up calls for guests, ect.

*Dial Pad*

The dial pad consists of the 12 regular black keys found on a telephone, i.e. “0,1,2,3,4,5,6,7,8,9,#,\*”, 2 grey volume keys to increase or decrease the volume during a call and 4 grey directional keys which are used to enter data, all made of soft plastic.

*LCD Display*

The LCD Display is a green screen at the top of the base, which displays incoming calls, shows whether the calls are internal (within the company) or external from an outside line, status of other lines/extensions within the company, the t calls put on hold and the different functions that can be executed using the soft keys.

**Figure 2: Mitel SuperConsole 1000 Attendant Console Base**

**The Handset**

The Handset of the Mitel SuperConsole 1000 Attendant Console black in color, is the part of the console which the user picks up when receiveing a call or wants to make a call. It allows the individual to hear and also speak. The receiver shown in Figure 3 is hard plastic and convex in shape has the following sub parts: The Transmitter and The Receiver.

*The Transmitter*

The Transmitter is the part of the handset that simply allows the person to speak; it converts the sound from the speech of the sender, into electronic waves, which are then converted back into sound to the receiver in the other location to understand. The transmitter is at the bottom of the handsey and is oval shaped.

*The Receiver*

The Receiver is the part of the handset that allows the user to hear, it works the same way as the transmitter as the receiver is the part which converts the received electronic waves into sound for the individual receiving the message to understand. The receiver is located at the top of the handset is bulged out more than the other parts of the handset and on its surface has 7 circular holes in a circular pattern.

**Figure 3: Mitel SuperConsole 1000 Attendant Console Handset**



**The Handset Jack**

This is the coiled soft black wire which connects the handset to the base.

**The Mounting Cord**

Is the grey wire which connects the console to the wall (the phone line). This allows the dial tone to be heard when the phone is pick up, while also allowing connectivity to internally within the company and externally (making and receiving calls from outside phone lines).

**CONCLUSION**

The Mitel SuperConsole 1000 Attendant Console was designed for managing communications within a business. The mechanism is quite reliable since phone services rarely go go down, unless there is a situation of a natural disaster such as a hurricane, hence it is an effective way of communicating to other users of telephones.

The limitations of this telephone is not portable, meaning it cannot be carried around so it’s limited to making calls around the base of the telephone and it is expensive, retailing for 898$ USD on Amazon; while the advantage is it allows communication over long distances and also allows internal communication within the company.